



**2016**

# Volunteer Policy

## **VOLUNTEER POLICY**

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**1. Introduction to the organisation: Wimborne History Festival Company Ltd.**

Wimborne History Festival has evolved in its first year from a consortium led initiative to a new Company Ltd by Guarantee, this was set up in March 2016 and is made up of 5 volunteer Directors who will form the accountable body for the consortium of partners and for all Festival activities. The Company will be responsible for raising

funds to fund Festival activities and project work. In order to deliver this event and all associated community heritage engagement projects it is reliant on the contribution volunteers can give to deliver a safe and enjoyable festival experience to the visitors to the Festival site and at events within the town.

## 2. Wimborne History Festival Vision is to:

To generate learning and pride in the heritage and history of Wimborne and surrounding areas, to utilise all of Wimborne's assets for the benefit of Residents and Visitors, embracing diversity and equality at the heart of the organisation.

## 3. Our mission for volunteers is to:

To bring partner organisations together WHF will create a platform for any organisation or individual to belong, to work together to deliver an accessible Heritage event. To provide an opportunity for people of all ages, abilities and interests to be involved in any aspect of Wimborne History Festival so they can gain an enjoyable and meaningful experience. To provide a platform to learn new skills, contribute knowledge, skills and experience and be part of a welcoming organisation. We aim to improve individual wellbeing with opportunities to improve confidence and self-esteem, provide work experience for those seeking permanent employment, or to contribute to academic pursuits. We aim to be able to be inclusive and accessible and provide opportunities to make a valuable contribution to the community through the festival.

## 4. Volunteer Roles

Volunteer Roles Required	No. of Volunteers Per day	Specific Policies & Procedures
Information Tent Information and programme sales	X2	Handling of cash EAP
Feedback Wall – Information Tent	X2	EAP
Lost Children Point sited by Information Tent (DBS Checked Volunteers)	X2	Child Protection EAP
Entrance to Festival – Handing out wrist bands	X2	Pricing policy Customer Service EAP
Entrance to Festival – Handling of Cash (implement cash disposal procedure)	X1	Handling of Cash, EAP

<b>On site accessibility assistants</b>	<b>X2</b>	<b>Training disabilities</b>
<b>Stewards to include</b> <ul style="list-style-type: none"> <li>• <b>Disability Car Parking x 3</b></li> <li>• <b>Supervising Storytelling Tent</b></li> <li>• <b>Supervising the Arena's</b></li> <li>• <b>Runners</b></li> <li>• <b>Assistance to Compere</b></li> <li>• <b>Deans Court Walks (Town)</b></li> <li>• <b>Crime and Punishment Exhibition (Town)</b></li> <li>• <b>Assistance to Children's Crafts Stalls</b></li> </ul>	<b>X 15</b>	<b>Steward Training</b>  <b>Child Protection Training/Policy</b>  <b>EAP</b>  <b>Fire Training</b>  <b>Health and Safety Policy</b>
<b>VIP/Rest Tent (Directors to man)</b>	<b>X2</b>	<b>EAP</b>
<b>First aiders</b>	<b>X2</b>	<b>1<sup>ST</sup> Aid qualifications</b>
<b>Supervision of Vintage Bus – entrance, exit on the bus supervision/programme sales</b>	<b>X2</b>	<b>Lone Worker policy/EAP</b>
<b>Litter Pickers &amp; Donation Collectors</b>	<b>X2</b>	<b>Training required</b>
<b>Festival Set Up Saturday from 5.30 a.m. – 10 a.m. and Welcoming committee for stalls and exhibitors</b>	<b>X 10</b>	<b>EAP/ Festival site plan</b>
<b>Volunteers working directly with Marketing Manager</b>		
<b>Photographers (photography policy)</b>	<b>X3</b>	<b>Child protection</b>
<b>Merchandise Sales</b>	<b>X 2</b>	<b>Customer Service /EAP</b>
<b>Stalls liaison</b>	<b>X1</b>	<b>EAP</b>
<b>Leaflet and poster distribution prior to Festival</b>	<b>X2</b>	
<b>Sales of Programmes – Entrance Gate</b>	<b>X 2</b>	<b>Handling of cash EAP</b>
<b>Entrance to Festival - Ticket Sales on the Gate</b>	<b>X2</b>	<b>Handling of cash</b>

		EAP
<b>Volunteers that will come directly under the management of the Festival Coordinator</b>		
<b>Volunteer Coordinator/Supervisor</b>	<b>X 1</b>	<b>EAP Child Protection</b>
<b>Town Centre Supervisor</b>	<b>X1</b>	<b>Lone Worker policy</b>
<b>Archaeology Team – St Michaels, Lake Farm geophysical survey, Archaeology information for festival</b>	<b>X8</b>	
<b>Donation collectors around town (licence booked for town for 2 days)</b>	<b>X3</b>	<b>Lone Working</b>
<b>Volunteer Speakers</b>	<b>X3</b>	
<b>Volunteer demonstrators, traditional crafts people, re-enactors</b>	<b>X 20</b>	
<b>Sixth Wife Production – 15 July</b>	<b>X5</b>	
<b>Film Makers</b>	<b>X5</b>	<b>Child Protection /EAP</b>
<b>Health and Safety Inspector (budget allowance for this post)</b>	<b>X 1</b>	<b>IOSH Qualifications EAP</b>
<b>Compere (Radio Wimborne)</b>	<b>X1</b>	<b>EAP &amp; Child Protection</b>

## **5 The role of staff in the delivery of the Wimborne History Festival**

Staff will be defined as the Festival Directors, Festival Coordinator, Marketing Manager, Volunteer Coordinator and Health and Safety Inspector.

- 5:1 All Volunteers will be supervised over the Festival Weekend by the Volunteer Coordinator who will be working closely with the Festival Coordinator throughout the Festival and will be the first point of contact for queries relating to the events and activities on site during the weekend.
- 5:2 The Volunteer Coordinator will be responsible for ensuring volunteers are briefed, provided with uniform, high viz waistcoats, two way radios, full emergency procedures and personnel contact lists.

- 5:3 All other staff will be fully briefed in order to assist volunteers at any time.
- 5:4 The Marketing Manager will be responsible for looking after Members of the Press, ensuring all signage and Festival decorations are in place, all staff are aware of the programme and to provide basic information to entrance staff on customer care. Manage the point of sales for merchandise and sales volunteers and maximising all marketing opportunities and sales opportunities. The Marketing Manager will ensure volunteers collecting donations are fully briefed as to how the donations will be spent and will oversee the hospitality within the VIP tent.

## **6. Equality, diversity and inclusion**

- 6:1 The Wimborne History Festival is committed to the fair treatment of its volunteers, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
- 6:2 We actively promote equality of opportunity for all with the right mix of talents, skills and potential, we welcome applications from a wide range of candidates, including those with criminal records (all applicants with a previous criminal record will have to undergo a DBS check and any past history of children related offences will not be employed with the WHF).
- 6:3 Every attempt to match volunteer applicants to the role of their choosing, based on their skills, qualification, ability, experience and suitability for the roles required.
- 6:4 Wherever possible training will be provided to upskill volunteers to enable them to undertake a role they would like but are not currently qualified for.

## **7. Positive induction and training**

- 7:1 In the lead up to the Festival Volunteer Meetings will focus on providing volunteers with relevant information and training on the policies and procedures. This will be delivered by different members of the Festival organisation team

### **Key Areas of Training to be addressed will be:**

- PREVENT
- CHILD PROTECTION POLICY & Procedures on lost children, photography and video of children
- COMPLAINTS PROCEDURES
- EMERGENCY ACTION PLAN – MAJOR AND MINOR INCIDENTS
- CROWD CONTROL
- FIRE PROCEDURE AND USE OF FIRE EXTINGUISHER
- CUSTOMER CARE
- MANUAL HANDLING
- LONE WORKING

- EMERGENCY ACTION PLAN
- AREAS OF SPECIFIC WORKING IE ARENA/STORYTELLING/ENTRANCE
- CASH HANDLING AND REMOVAL OF CASH FROM SITE
- MERCHANDISING
- COLLECTION OF DONATIONS
- PROGRAMME TIMETABLE AND INFORMATION ABOUT ACTIVITIES
- HOW TO CONTACT STAFF
- TWO WAY RADIO USE AND CODES
- VINTAGE BUS STEWARDS INFORMATION
- CAR PARKING PROCEDURES
- HEALTH AND SAFETY
- COLLECTION OF FEEDBACK

## **8. Health and Safety and Insurance**

- 8:1 Wimborne History Festival has a duty of care for their volunteers and it is responsibility of the Board of Directors to ensure adequate insurance is in place for volunteers. Trustees' and Directors Indemnity Insurance
- 8:2 Trustee indemnity insurance is a policy that protects Management Committee members in the Management Committee of the organisation in the event of claims against them personally. This insurance will not cover Management Committee members where loss is a result of deliberate acts on the part of any of the Management Committee. This insurance is regarded as a benefit to Management Committee members, since it protects them personally rather than the organisation. It should therefore only be funded out of the organisation's resources if the governing document allows it.
- 8:3 Volunteers who uses his/her own vehicle then they must arrange insurance cover.
- 8:4 If volunteers are required to use their own cars in the course of their volunteering Wimborne History Festival will inform the volunteer that it is essential for them to let their insurance company know that they will be using their car in the course of volunteering. This will be done in writing and the insurance company should send written clearance to the volunteer. In general this should not involve an increase in premiums.
- 8:5 The WHF will assist their volunteers by providing them with a letter, which they can forward to their insurance company. The letter will:
- Explain that they are a volunteer with WHF
  - State if they are using their car to carry passengers in the course of their volunteering

- 8:6 WHF will ask for written confirmation that their insurance policy covers any passenger or third party claim, which might arise out of the use of the vehicle for this purpose.
- 8:7 To minimise the risk of a claim WHF will exercise good practice in the employment of volunteers and the following risk management steps will be put in place:
- Good recruitment and selection practice which places the right volunteers in the right roles.
  - A comprehensive induction process for all volunteers.
  - Adequate training to enable volunteers to carry out their role.
  - Volunteers will be informed of the precise nature, limits and risks of their role.
  - Appropriate support and supervision for volunteers.
  - Good monitoring and evaluation of the volunteer programme.
- 8:8 WHF has a common law duty to protect their volunteers from harm, this in practice means the Board of Directors have a responsibility to follow health and safety procedures.

**The WHF will:**

- Ensure the provision and maintenance of safe equipment for use by volunteers.
- Provide information and training to ensure volunteers work safely.
- Everyone including volunteers, is made aware of his/her rights and responsibilities in relation to health and safety. \* [Health and Safety Procedure](#)
- WHF will assess and deal with risks posed to and by volunteers, including risks to their personal safety
- Risk assessments will be carried out for all Volunteer activity and appropriate steps taken to minimise any identified risks.

**9. Expenses**

- 9:1 The WHF will recompense all out of pocket expenses volunteers incur, this may typically include
- Travel whilst conducting WHF activities @ 24p a mile
  - Paper and ink
  - Materials
  - Refreshments for meetings (to be agreed in advance)

**10. Saying thank you**

WHF could not deliver its events without the valuable contribution Volunteers make and in return we want volunteers to know they are valued and are part of the team.

**It is our policy to ensure:**



- 10:1 Each volunteer receives a personal thank you from the Board of Directors to acknowledge individual contribution
- 10:2 To issue a certificate for each Volunteers
- 10:3 To issue a young volunteer certificate to all Under 18's for the enhancement of their CV's and future employment references
- 10:4 A post festival volunteer event will be organised to encourage team spirit and acknowledge the time volunteers have given, volunteer certificates and letters of thanks will be presented.
- 10:5 Where relevant volunteer contributions will be acknowledged in appropriate press releases/newsletters
- 10:6 Each volunteer will receive free adult tickets for the Festival Weekend
- 10:7 An online forum will be developed for volunteers to communicate and leave messages and photos.
- 10:8 Over the Festival weekend catering will be available for all volunteers, free water and refreshments will be readily accessible throughout the working hours.

## **11. Managing challenging situations**

### **Grievances policy**

- 11:1 Most difficulties can be settled through the normal channels of communication. Where this is not possible, Wimborne History Festival Board of Directors will provide for the orderly resolution of joint problems in a fair and open way. [\\*Volunteer Grievance Procedure](#)

## **12. Confidentiality**

- 12:1 All matters raised by volunteers to staff and Directors will be treated in confidence.
- 12:2 Where volunteers are requested by Directors in relation to confidential Festival matters volunteers will maintain confidentiality at all times.

## **13. Photography**

- 13:1 All festival photography opportunities will be covered by special photography volunteers who will be trained specifically around the permissions required for taking photos of young people and vulnerable people.

13:2 At a public event it is within the law to take photographs, however all volunteers on duty are requested to limiting photography to crowd scenes only and family members, with no close up photos of other people's children or vulnerable people.

13:3 All volunteers are to make themselves familiar with the Festival child protection policy in relation to photography policy. [\\*Child Protection Policy](#)

#### **14. Social Media**

14:1 All volunteers will be subject to the conditions of the [safeguarding children and vulnerable adults policy](#) \*. No images of unrelated children or vulnerable adults visiting the Festival are to be posted on individuals social media accounts. Any volunteer posting such images will be asked to remove them, crowd scenes are permitted. Any such postings may invoke an investigation by the Board of Directors.

14:2 No negative comments about WHF or Festival staff/volunteers are to be posted on social media – any volunteers doing so may be asked to leave the team. Any grievances should adhere to the grievance procedure and not to be aired publicly online. [\\*Volunteer Grievance Procedure](#)

14:3 The Festival has Facebook and Twitter accounts and welcomes volunteers/employees sharing and posting to promote the Festival before, during and after the event.

#### **15. Endings**

A 'Health and Safety Guidelines for event organising Staff/Stewards/Marshals/Volunteers Agreement' will be presented to each volunteer to sign. [\\* appendix 1](#)

#### **16. Review**

The Volunteer Policy will be reviewed on an annual basis by the Board of Directors